

All You Need To Know

About Your Miami-Dade Water and Sewer Department



Miami-Dade Water and Sewer Department

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Miami-Dade County provides equal access and equal opportunity in employment and services and does not discriminate on the basis of disability. "It is the policy of Miami-Dade County to comply with all of the requirements of the Americans with Disabilities Act."



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Delivering Excellence Every Day

Miami-Dade
Water and Sewer
Department

Welcome



The Miami-Dade Water and Sewer Department is happy to have you as a customer.

Our goal is to serve you, the people of Miami-Dade County, by providing high quality water and wastewater services, by protecting public health and by acting in the best interest of our environment.

We hope this packet will provide all the information about our services that you will need, but if there is anything we can do to better serve you, please let us know. You can stop by one of our offices, call us, or visit our website at www.miamidade.gov.




ABOUT WASD

The Miami-Dade Water and Sewer Department (WASD), a department of Miami-Dade County, is one of the largest public utilities in the United States – employing more than 2,600 workers and providing direct service to more than 407,000 customers with an annual budget of almost \$400 million. In addition, the Department provides water and wastewater service to the unincorporated areas of Miami-Dade

County, and wholesale water and/or wastewater service to 18 municipalities.

Our Department draws approximately 330 million gallons of water every day from the Biscayne Aquifer for consumer use. The water is then pumped to one of the Department's water treatment facilities where it is made potable and dispersed through a common distribution system. Highly trained microbiologists, chemists and water treatment specialists conduct or supervise more than 100,000 analyses of water samples each year and the County's water supply consistently exceeds both state and federal drinking water standards.

In addition to providing safe drinking water and wastewater treatment, WASD is committed to the conservation of our precious water resources and has several water conservation programs in place. Public education campaigns, school contests and the distribution of free water conservation kits are only a few of the instruments our Department is using to get the word out about the vital importance of water conservation. 





Conservation Tips

IN THE BATHROOM...

Two-thirds of the water used in an average home is used in the bathroom, so it's probably where you can most reduce your usage.

Too many people take 20-minute showers – using five to 10 gallons per minute. That's a lot of wasted water. Take shorter showers and use low-flow shower heads, which can reduce excessive water use by as much as two-thirds. For baths, fill the tub only half way. That can save up to 25 gallons of water.

A toilet uses a lot of water – two to seven gallons for each flush – so never use it as a garbage can. Gum wrappers, cigarette butts, spiders, diapers or anything else that can be discarded into a garbage can should not go into the toilet.

Installing a toilet dam is also very effective in saving water. Also, if you are ever replacing your toilet, Miami-Dade County requires that you install an ultra low-flow toilet, which uses no more than 1.6 gallons of water per flush.

Be vigilant about leaks and have them fixed as soon as you discover them.



A slow drip can waste 15 to 20 gallons of water per day and a 1/16-inch faucet leak will waste 100 gallons of water in 24 hours. Toilet leaks occur when the toilet is out of adjustment or when parts are worn. Most toilet leaks are at the overflow pipe, plunger ball or flapper valve.

Dye tablets are useful for identifying toilet leaks. Dye tablet samples are included in our water conservation kit. **To request a free kit call (305) 448-SAVE.** To identify other leaks around the house, follow these steps: Take a reading of your meter. Make sure no one turns on a tap or flushes a toilet in your home for 15 to 20 minutes. Take another look at your meter. If the reading has changed, you may have a leak.



LOW-FLOW SHOWERHEAD EXCHANGE PROGRAM

WASD will exchange your old showerhead for a new low-flow model **ABSOLUTELY FREE**. Simply bring your old showerhead to any of the following four WASD "Exchange Locations";

CALEB CENTER

5400 NW 22 Avenue, 1st Floor
Monday – Friday, 8am – 4:30pm

SOUTH DADE GOVERNMENT CENTER


10710 SW 211 St, 1st Floor
Monday – Friday, 8am – 4:30pm

LEJEUNE OFFICE

3575 S. LeJeune Road
Monday – Friday, 8am – 5pm

DOUGLAS

3071 SW 38 Avenue, 1st Floor
Monday – Friday, 8am – 5pm

Visit us online at
www.miamidade.gov/wasd or call
786-552-8955 for more information. 





IN THE LAUNDRY ROOM...

A washing machine uses 40 or more gallons of water per load, so save up for a full load and make your water work efficiently. If your machine can be adjusted, remember to reset the water level for smaller loads.

IN THE KITCHEN...

Automatic dishwashers use the most water in kitchens – approximately five gallons per run. Always run your dishwasher with a full load and when washing dishes in the sink, be sure not to let the water run excessively. It's always more efficient to use one pan of soapy water for washing and a second pan of hot water for rinsing.


Installing a low-flow faucet aerator can save as much as two gallons of water per minute.

OUTSIDE...

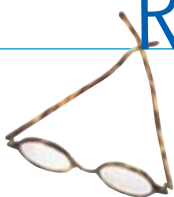
It's the law! Only water your lawn and garden before 9:00 a.m. and after 5:00 p.m. Also, be sure your sprinklers are positioned to water your lawn and not the pavement.

Employ the principles of Xeriscaping (conserving water through the use of creative landscaping): use mulch, native plants and others that require little water, group plants according to water needs, and plant more shrubs and less grass.

When washing your car, wet it quickly, turn off the spray, and then wash it with soapy water from a bucket. Finish by rinsing quickly.

Use a broom, not a hose, to clean dirt off the pavement and driveway. 

Reading Your Meter




The amount of water you use is measured and billed in hundreds of cubic feet (ccfs). Tracking your water usage is as simple as tracking the mileage on your car. Just take a look at your water meter and read the numbers on the white dials. To determine your water usage, subtract your previous reading from your current reading.

HIGH BILLS, METER CHECKS AND REREADS

Usually the Miami-Dade Water and Sewer Department will automatically investigate the occurrence of a high bill, to check for an improperly working meter or leakage, but customers are welcome to call customer relations at

(305) 665-7477 to bring a high bill to our attention. An initial investigation of the meter will be done at no cost to you. The investigator will not check your plumbing.

If for any reason you believe your water meter is giving incorrect readings, call (305) 665-7477. A Certified Meter Test request form will be mailed to you and arrangements will be made to have your meter checked. If the meter is found to be malfunctioning, you will not be charged for the test and your bill will be adjusted to correct inaccurate readings. If the meter is found to be working properly, the Department will charge \$40 to your account to cover the cost of the test. 



Rate Information

The Miami-Dade Water and Sewer Department is proud to offer some of the lowest water and sewer rates across the country and is consistently looking for ways to provide quality service to our customers.

Since October 1, 2002, retail WASD customers have been benefiting from

the elimination of seasonal surcharges and the implementation of a consistent, simplified meter-based rate structure. The current rate structure encourages water conservation and remains low for most single and multi-family residence customers who have low to average consumption. ●



RATES EFFECTIVE OCTOBER 1, 2005

Average Single Family Residential Monthly Bill (10 ccf or 7,500 gallons per month)	\$34.92
Seasonal Surcharge	No Seasonal Surcharge
Meter-Based Rates	Yes—See Meter Charge Table

WATER RATES - EFFECTIVE OCTOBER 1, 2005

MONTHLY WATER USAGE

\$/ccf + meter charge

0 to 5 ccf	\$0.38 per ccf
6 to 10 ccf	\$1.32 per ccf
11 to 17 ccf	\$1.86 per ccf
18 ccf and over	\$2.75 per ccf

METER CHARGE

METER SIZE

MONTHLY CHARGE

5/8" *	\$3.20
1"	\$7.87
1.5"	\$12.27
2"	\$26.24

* Most residential customers have a 5/8" meter.

MONTHLY SEWER RATES—EFFECTIVE OCTOBER 1, 2005

Base facility charge	\$3.25
0 to 5 ccf	\$1.39
6 to 17 ccf	\$2.61
18 ccf and over	\$3.38





Your Service

Miami-Dade Water and Sewer Department will accept requests for residential water service by telephone, at (305) 665-7488, or at one of our service locations.

DOUGLAS BUILDING

3071 SW 38 Avenue, 1st Floor

LE JEUNE OFFICE

3575 S Le Jeune Road


SOUTH DADE GOVERNMENT CENTER

10710 SW 211 Street, 1st Floor

CALEB CENTER

5400 NW 22 Avenue, 1st Floor

In the case of a rental property, service will usually be established in the name of the tenant, except in cases where there is one meter serving more than one unit. In those cases, the owner of the property maintains service. There is a penalty for using water without applying for service. Before you move in, find out from your landlord who will be responsible for the water and sewer service.

In cases where an account has been terminated for nonpayment, and there has been consumption without an application, or a tampering violation has occurred, a new customer will need to provide proof of date of occupancy (a lease agreement or notarized letter from the property owner). 



Terminating or Transferring Service

You should always disconnect or transfer your service before moving from a residence. Customers may request service terminations or transfers by phone, online at www.miamidade.gov (Click on View Your Water Bill), or by visiting one of our service locations listed on the previous page.

If you are moving to a new location serviced by the Miami-Dade Water and Sewer Department, you will need to transfer your service. Just call (305) 665-7488 or visit one of our offices. You will need to provide the new service address and the date you would like your current service turned off and your new service turned on. A new deposit will not be required if you have been a customer in good standing.

If you are moving to a location not serviced by our Department then you will need to request a disconnection and provide a forwarding address for your final bill or refund.

Note that service disconnections are done on weekdays, usually no later than noon. It may be best to request that your water be disconnected the day after your move. ●



Billing and Payment Information

Water and sewer bills are sent to residential customers quarterly and are payable upon receipt. To ensure proper credit to your account, be sure your payment is received in our office prior to the past due date indicated in the upper left hand corner of your bill.

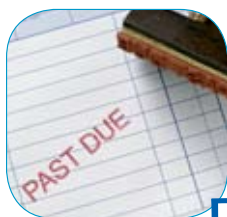
If a customer has two check payments returned for insufficient funds within a one-year period, we will only accept payments from that customer in cash, cashier's check or money order for one year. The Department may also require that you pay a deposit.

The Department knows that convenience is important to you. That is why we make it as easy as possible for you to manage your WASD account online. You can view and pay your bill online at www.miamidade.gov/wasd. Click on Pay Your Water Bill or View Your Water Bill in the menu to the left of the screen. The website provides your current balance and allows you to view your latest bill, your

payment and billing history. You can also view your consumption history and submit a disconnect or transfer order online from the website. You must have your account number to view bills on-line.

To pay your bill online, you have several options. You can make a one-time payment using your checking or savings account. This service is free of charge and you must have your bank account and bank routing numbers ready. You can make a one-time payment with your Master Card, Visa, American Express or Discover card. Please note the maximum payment per transaction with this method is \$400 and our credit card processing company will charge you a \$3.95 convenience fee for this service. Or you can enroll in E-Pay, an automated method of receiving and/or paying your bill on-line. You can also use this option to view your bill online. This service is free of charge. Visit our website at www.miamidade.gov/wasd for more details. ●





Past Due Accounts



Payment for water and sewer bills are due upon receipt. Payments received after the past due date indicated on the bill will be subject to a 10 percent late charge. If payment is not received within 10 days of the due date, service is subject to disconnection and termination of the account.

If service is disconnected, you will be charged disconnection and reconnection fees. If your service is terminated, your deposit will be applied

to the bill and you will receive a final bill for the balance due, or, in the case of a credit balance, receive a refund.

Service will not be reinstated until the final bill is paid in full and the customer reapplies for service and pays a new deposit. You will also be unable to receive service at any other location served by the Miami-Dade Water and Sewer Department until the outstanding balance is cleared. ●

Paying Your Bill



For your convenience, the Miami-Dade Water and Sewer Department offers several ways to pay your bill:

1. Mail your payment to the post office box shown on the bill.

For your convenience, a pre-addressed return envelope is included with your bill. Return the proper portion of your bill with your payment so your account will be properly credited. Please do not send cash through the mail.

2. Make arrangements with your bank to have your payment paid directly from your account to the Miami-Dade Water and Sewer Department.

You must ensure that you provide your correct account number to your bank.

3. Pay in person at one of our service locations:

DOUGLAS BUILDING

3071 SW 38 Avenue, 1st Floor
Mon–Fri, 8:00 a.m. – 5:00 p.m.

LE JEUNE OFFICE

3575 S Le Jeune Road
Mon–Fri, 8:00 a.m. – 5:00 p.m.

DOWNTOWN OFFICE

140 W Flagler Street
Mon–Fri, 8:00 a.m. – 4:30 p.m.

CALEB CENTER

5400 NW 22 Avenue, 1st Floor
Mon–Fri, 8:00 a.m. – 4:30 p.m.

SOUTH DADE GOVERNMENT CENTER

10710 SW 211 Street, 1st Floor
Mon–Fri, 8:00 a.m. – 4:30 p.m.

4. Pay at one of our authorized pay stations:

CHECK CASHING USA #1

13825 SW 88 Street
(305) 752-9555
Everyday; 24 hours

CHECK CASHING USA #14

8447 Coral Way
(305) 265-9503
Mon–Sat, 24 hours

SEDANO'S PHARMACY & DISCOUNT STORE #8

6410 NW 186 Street
(305) 825-3386
Mon–Fri, 9:00 a.m. – 5:00 p.m.

5. Pay Online: WWW.MIAMIDADE.GOV

Past due payments cannot be accepted at pay stations or at WASD's Downtown Office. Past due amounts should be paid at one of the Department's other offices. Payments made at an authorized pay station must be made at least three days prior to the due date to ensure sufficient processing time. ➡



Billing Adjustments



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You **MAY** receive an adjustment to your bill in any of these cases:

- 💧 an incorrect meter reading
- 💧 an over or under estimate
- 💧 leakage inside the meter box
- 💧 acts of vandalism reported to the police
- 💧 leaks that are hidden underground or behind walls

No adjustments will be made for leaks occurring in clearly visible fixtures, such as toilets, hot water heaters, washing machines or spigots.

Please call our customer relations unit at (305) 665-7477 for additional information on the qualifications for billing adjustments. 🔵



Pool Credits



The Miami-Dade Water and Sewer Department will give one credit during each calendar year when you have to empty your pool. The credit will be applied to the sewer portion of your bill and will be in an amount based on the dimensions of your pool.

To receive a pool credit, call customer relations at (305) 665-7477 and

request a pool credit form. Fill out the form, making sure to indicate the dimensions of the pool. Fax the completed form to us at (786) 552-8763, or mail it to Miami-Dade Water and Sewer Department, PO Box 330316, Miami, FL 33233-0316. Be sure to indicate 'pool credit' on your fax sheet or envelope. ●

Frequently Asked Questions

My water bill seems higher this month. Why would that be?

The most likely reason for an exceptionally high bill is a leak.

Use a dye tablet (Call 305-448-SAVE to receive tablets free in our water conservation kit) to check for toilet leaks. To check for leaks in other places around the house, take a reading of your meter. Make sure no one uses any water in your home for 15 to 20 minutes. Take another look at your meter. If the reading has changed, you may have a leak.

Other common reasons for a high bill include landscape watering, houseguests and construction projects.

If you find no indication of a leak, but still feel that something is wrong, call our customer relations office at (305) 665-7477. A customer relations representative will discuss your bill

with you and determine whether the Department should conduct a high bill investigation at your service address.

Who do I call if I have a question about my bill?

Call our customer relations unit at (305) 665-7477 for any information concerning your bill.

I forgot to pay my bill. How long do I have before my water is shut off?

Payment for bills is due upon receipt. Payments received by our Department after the past due date indicated on each bill will be subject to a 10 percent late charge. If payment is not received within 10 days of the due date, service is subject to disconnection and termination of the account.

If service is disconnected, you will be charged disconnection and reconnection fees. If your service is

terminated, your deposit will be applied to the bill and you will receive a final bill for the balance due, or, in the case of a credit balance, receive a refund.

How can I make a payment?

The Miami-Dade Water and Sewer Department provides a number of options for you to pay your bill. Customers may mail their payment in to the post office box shown on the bill, make arrangements with their bank to have payment deducted directly from their account, pay online or pay in person at a number of locations. For a full list of locations see PAYING YOUR BILL on pages 14 and 15.

When do I get my deposit back?

Your full deposit amount will be credited to your account after two years of good credit history with the Department, or at termination of service.

Who do I call if I have a leak?

The Miami-Dade Water and Sewer Department is not responsible for leaks that occur on private property. If you are unsure about who would

be responsible for a leak, or to report a leak outside of your property or inside the meter box, call the Communications Center at (305) 274-WASA (9272).

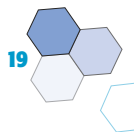
Who do I call about a water main break or a fire hydrant leak?

To report a broken water or sewer pipe, or fire hydrant, call WASD's Communications Center as soon as possible at (305) 274-WASA (9272). Emergencies may be reported at this number 24-hours a day, seven days a week.

How can I save on my water bill?

Save on water and watch your bill go down. High bills are usually caused by excessive consumption and leaking plumbing fixtures such as toilets and faucets. We can all save by being vigilant for leaks, adjusting our behavior and installing conservation devices.

For ways to conserve water, see Conservation Tips starting on page 4. 





What Phone Number Do I Call To...

*find a payment location?**

Customer Relations.....(305) 665-7477

get information on a disconnection?

Customer Service.....(305) 665-7488

*get information on water restrictions?**

Public Affairs.....(786) 552-8088

get information on a final notice received in the mail?

Customer Relations.....(305) 665-7477

make payment arrangements?

Customer Relations.....(305) 665-7477

*make a complaint or inquiry about a WASD construction project?**

Complaint Line.....(786) 552-8970

report a broken water main, sewer main, or fire hydrant?

Communications Center(305) 274-9272

report an emergency after normal work hours?

Communications Center (24 hours)(305) 274-9272

report a broken manhole?

Communications Center(305) 274-9272

report low water pressure?

Communications Center(305) 274-9272

report an open manhole?

Communications Center(305) 274-9272

report a problem or ask a question about my bill?

Customer Relations.....(305) 665-7477

report a toilet backing up or clogged?

Communications Center(305) 274-9272

report tampering?

Tampering Unit.....(786) 552-8543

report water quality problems?

John E. Preston Water Treatment Plant
(North of SW 8th St).....(305) 887-2007

Alexander Orr, Jr. Water Treatment Plant(305) 275-3170
(South of SW 8th St)

Communications Center (24 hours)(305) 274-9272

report problems after hours at a pump station? (lights on, alarm ringing)

Communications Center(305) 274-9272

request a pool credit?

Customer Relations.....(305) 665-7477

*request a water conservation kit?**

Water Line.....(305) 448-SAVE (7283)

*transfer my account to a new address?**

Customer Service.....(305) 665-7488



*Customers may get this information or fill out forms for these services online.

Log on to www.miamidade.gov.



Delivering Excellence Every Day

Water and Sewer

3071 SW 38 Avenue
Miami Florida 33146

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Si Usted quiere recibir este folleto en Español, por favor llame al teléfono (786) 552-8088.